



City of Morgan Hill  
Utility Billing Department  
17575 Peak Ave., Ste#100  
Morgan Hill, CA 95037  
**Phone: (408) 779-7221**  
**Fax: (408) 778-1564**

### **Leak Adjustment Policy/Guidelines**

The utility billing office offers courtesy assistance in the event a customer experiences a *substantial* increase in water use due to a leak.

#### **General Guidelines**

To ensure that your application gets processed in a timely manner, please carefully review the following Leak Adjustment Guidelines:

- The customer ***must*** submit a completed and signed Leak Adjustment form provided by the City of Morgan Hill. Leaks must be repaired prior to review of the account, and submitted within 3 months of when the leak began.
- Applicant must have been a customer of City of Morgan Hill for at least a twelve-month period at the address being considered.
- No more than one leak adjustment credit per a ***three-year period*** will be provided.
- Your City of Morgan Hill water account must be paid in full and kept current until the leak adjustment request is reviewed and a decision has been made.
- Receipts of repair and/or supporting photos must be submitted.
- Non-eligible request would include; unattended nozzles, faulty irrigation valves/system, damaged irrigation sprinkler heads, dripping faucets, leaking toilets and other home/landscape maintenance type items, including minor pool repairs.

#### **Calculating - Leak Adjustments**

- When a request has been approved for an adjustment, your average ‘normal’ monthly use is calculated based on your prior use history for the comparable time periods.
- A credit is then given for those units used above this average ‘normal’ use. The excess units are billed at the lower first tier rate rather than the higher second/third tier rates.
- An additional adjustment is given for the perchlorate surcharge.
- For example: The billed usage for the month of July was 112 units, higher than expected due to a leak under the driveway.
  1. It is determined that your average July use is 64 units. 48 units are attributed to the leak. These 48 units originally were billed at the higher third tier rate, but will now be adjusted to the lower first tier rate.
  2. The difference between the first tier and the third tier is the amount of the credit due.



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## REQUEST FOR WATER LEAK ADJUSTMENT

### *Customer Information*

Name on Account: \_\_\_\_\_

Account Number: \_\_\_\_\_ Contact Phone No#: \_\_\_\_\_

Service Address: \_\_\_\_\_ Email Address: \_\_\_\_\_

### *Leak Repair Information*

Date Leak Discovered: \_\_\_\_\_ Date Leak Repaired: \_\_\_\_\_

Description of Leak: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PLEASE NOTE:** Completion of this form does not guarantee an adjustment will be made to your water bill. All adjustments are issued based on your average usage for previous account history and are credited at a *reduced rate* for *water loss only*. Once the review is complete, you will receive notification of results from the Utility Billing Office. This may take up to five weeks.

Please return the completed application to the Utility Billing Department. Receipts of repair / photos must be included.

***I have read, understand and agree with the leak adjustment guidelines.***

\_\_\_\_\_  
Date Submitted

\_\_\_\_\_  
Signature

#### ***For Office Use Only:***

Date Received: _____	Receipt and/or Photos: Yes ____ or No ____	
Water amount of Original Bill: _____	Billed Water Use: _____	Month of Leak : _____
Leak Credit Amount: _____	Adj. Average Use: _____	Denied Y / N : _____
Approval Date: _____	Approval Signature: _____	If denied, reason: _____